

# CALIFORNIA LONG-TERM CARE OMBUDSMAN PROGRAM



ANNUAL  
REPORT  
for  
FEDERAL  
FISCAL  
YEAR  
2015

*Advocacy, Education and Empowerment for  
Californians Living in Long-Term Care Facilities*





## Message from the State Long-Term Care Ombudsman

### About the Long-Term Care Ombudsman Annual Report

This Report describes the activities carried out by the Office of the State Long-Term Care Ombudsman (OSLTCO) and its representatives during Federal Fiscal Year (FFY) 2015.

#### The Report:

**Highlights the activities** carried out by the Office and its 35 local Long-Term Care Ombudsman Programs (LTCOP), which are designated to represent the Office;

**Provides an analysis** of complaint data submitted to the U.S. Administration on Aging (AoA) and the Administration for Community Living through the National Ombudsman Reporting System (NORS);

**Evaluates the problems** residents of long-term care (LTC) facilities experience and the complaints made by or on behalf of residents;

**Includes recommendations** for improving the quality of care of residents and protecting the health, safety, welfare and rights of residents;

**Analyzes the success** of the LTCOP in providing services to residents; and

**Offers policy, regulatory, and legislative recommendations** to improve the quality of life and care of residents.

This report would not be complete without a word of thanks to staff and volunteers of local Long-Term Care Ombudsman entities, who are tireless advocates for residents. Their efforts to resolve the problems of residents truly make a difference to each resident's quality of care and life. Our report this year highlights the work of these volunteer Ombudsman representatives. Their work and dedication to residents is inspirational. I hope the stories you read in this report will demonstrate the steadfast advocacy of our volunteers, who are the heart of the LTCOP.

Joseph Rodrigues  
State Long-Term Care Ombudsman



# PROGRAM MISSION STATEMENT

**The mission of the LTCOP is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of ensuring their dignity, quality of life, and quality of care.**

## LTCOP PRINCIPLES

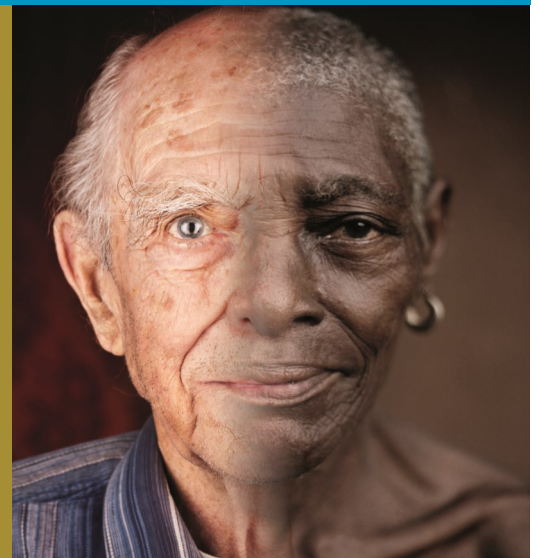
The advocacy services offered to Californians who live in LTC settings are available to any resident upon request. There is no charge to residents or their families.

Ombudsman representatives must obtain the consent of residents or their representatives to take action on their behalf. The advocate works at the direction of residents, in recognition of their expressed wishes.

## We Serve Your Community

In FFY 2015, 765 Certified LTC Ombudsman volunteers dedicated 107,518 hours to help uphold the personal rights and dignity of Californians living in our state's 8,786 licensed LTC facilities.

Image courtesy of the California Council on Gerontology and Geriatrics



## FFY 2015 LTCOP Outcomes

### In FFY 2015, the California LTCOP:

**Investigated 40,589 complaints** made by, or on behalf of, residents in LTC facilities.

**Resolved or partially resolved 70 percent of all complaints** received to the satisfaction, or partial satisfaction of the resident or complainant.

**Responded to 17,169 calls** made to the statewide toll-free LTCOP CRISISline — Callers reported complaints, obtained assistance with urgent problems, and received information about issues such as resident rights and resident care.

**Visited 3,580 LTC facilities** at least quarterly, not in response to complaints, to observe facility conditions and be available to residents for assistance.

**Provided 53,203 individual consultations** on topics such as resident care, Advance Health Care Directives (AHCD), and Ombudsman services, roles and responsibilities.

**Completed 11,408 consultations to facility staff** on topics including resident rights, resident care issues, and Ombudsman services, roles and responsibilities.

**Conducted 540 training sessions for facility staff** on topics such as elder abuse prevention, mandated abuse reporting, resident rights, and the role of the Ombudsman in skilled nursing facilities (SNF) and residential care facilities for the elderly (RCFE).

**Delivered 657 community education** sessions including elder care events, health fairs, and other presentations to the public.

**Supported resident and family self-advocacy** by attending, at the request of council members, **2,997** resident council meetings and **181** family council meetings.

**Participated in 599 facility surveys** conducted by State licensing agencies by providing information to surveyors and advocating for residents.

## KEY PROGRAM STATISTICS IN FFY 2015

### **LTCOP Funding Sources**

**Federal Funds: \$4,229,296**

**State Funds: \$3,613,012**

**Local Funds: \$1,979,553**

**TOTAL: \$9,821,861**

Source: California State Annual Ombudsman Report for FFY 2015, Administration on Aging

### **Total LTC Facilities and Licensed Capacities**

#### ***RCFEs***

**7,535 facilities with 179,256 beds**

#### ***SNFs***

**1,251 facilities with 119,119 beds**

### **Combined Count of All LTC Facilities**

**8,786 RCFEs and SNFs with 298,375 beds**

Sources: California Department of Public Health, Licensing and Certification, and California Department of Social Services, Community Care Licensing

## Categories of All Abuse Complaints Received in FFY 2015 by Setting and Overall Percentage

Pursuant to Welfare and Institutions Code section 15600 et seq., the California LTCOP receives and investigates reports of suspected dependent adult and elder abuse occurring in LTC facilities. These complaints constituted approximately 20 percent of all complaints investigated by the California LTCOP.

TYPES OF ABUSE	SNFs	RCFEs	TOTAL	OVERALL %
Physical Abuse	1,327	542	1,869	23%
Sexual Abuse	414	171	585	7%
Verbal/Psychological	609	321	930	12%
Financial	279	347	626	8%
Gross Neglect	802	444	1,246	15%
Resident to Resident (Physical or Sexual Abuse)	2,171	640	2,811	35%
<b>CATEGORY TOTALS</b>	5,602	2,465	8,067	100%



# National Ombudsman Reporting System (NORS) Major & Minor Complaint Categories and Complaints Received in FFY 2015

## **Resident Rights 39%**

Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property

## **Quality of Life 25%**

Activities and Social Services, Dietary, Environment

## **Resident Care 23%**

Care, Rehabilitation or Maintenance of Function, Restraints: Chemical and/or Physical

## **Facility Administration 4%**

Policies, Procedures, Staff Attitudes, Resources, Staffing

## **Complaints Against Others (not against facility) 5%**

Certification/Licensing Agency, State Medicaid Agency, System/Others

## **Complaints about Services in Other Settings 4%**

Complaints about Services in Settings other than LTC Facilities or by Outside Provider in LTC Facilities (Home Care, Hospital or Hospice, Public or other Congregate Housing not providing personal care, and/or services from an Outside Provider)





# FFY 2015 ENACTED STATE BILLS

## **AB 601 (Eggman, Chapter 628, Statutes of 2015)**

This bill, which was supported by the State Long-Term Care Ombudsman (SLTCO), requires anyone seeking a license for a RCFE to provide more information to the state licensing agency than was previously required. The newly required information includes:

- Whether the applicant is a for-profit or not-for-profit provider.
- The name, address, and license number of other health, residential, or community care facilities owned, managed, or operated by the same applicant or by any parent organization of the applicant, and the name and address of any person, organization, or entity that owns the real property in which specified facilities are located.
- Evidence of the right of possession of the facility prior to the time the license is granted.

The bill requires the California Department of Social Services (CDSS) to cross-check specified applicant information, if it is available electronically, with the California Department of Public Health (CDPH) to determine if the applicant has a prior history of operating, holding a position in, or having ownership in, specified licensed facilities.

## **AB 1387 (Chu, Chapter 486, Statutes of 2015)**

This bill requires, among other provisions, that the CDSS give priority to complaints filed by the LTCOP alleging denial of a statutory right of access to an RCFE. It also requires CDSS to notify the SLTCO that an investigation into the denial of access has been initiated.

## **AB 1085 (Gatto, Chapter 92, Statutes of 2015)**

This bill, which protects the rights of people who have been conserved, was proposed in response to several high profile instances where adult children were reportedly denied visitation with an ailing parent because of a contentious relationship with the parent's spouse. Even prior to this bill, conservatees retained the right to receive visitors, telephone calls, and personal mail unless a court specifically prohibited these things. AB 1085 explicitly allows a court to issue an order enabling a conservatee to receive visitors, telephone calls, and personal mail. It also requires the conservator to notify specified individuals when the conservatee dies.

## **SB 352 (Block, Chapter 279, Statutes of 2015)**

This bill requires the court to consider issuing an order restraining a defendant convicted of elder abuse from any contact with the victim. The restraining order may be valid for up to 10 years. The restraining order may be issued whether the defendant served time in jail or prison, had his/her sentence suspended, or is placed on probation.

## Frail Elders Have Superhero Advocate in Ombudsman Program Volunteer

According to the Santa Barbara County Family Service Agency, Mike Leu is a superhero to an often overlooked population: frail elders. As a Certified LTC Ombudsman representative, Leu volunteers an average of 80 hours a month advocating for elder residents of long-term care facilities throughout Santa Barbara County.

Before becoming an Ombudsman representative, Mike said he was completely unaware of the problems facing older adults. "There has been and continues to be an explosion of under-prepared elderly people who find themselves in care facilities and don't know their rights," said Leu. "This is a huge problem, especially for those who don't have family or friends who can advocate for them."

Over the course of his five years as an Ombudsman representative, Leu has collected many stories that illustrate the vital nature of his work. In one case that he investigated, "A resident of a care facility reported that money was disappearing from her bank account," said Leu. "I worked with the bank to institute protections against additional losses and arranged for someone to provide assistance with her finances. I determined the unauthorized withdrawals were being made by an elderly relative of the resident. Further investigation revealed that the relative was herself being abused and coerced to make the withdrawals by a man who had recently injected himself into her life. This information was shared with law enforcement, and the man was ultimately arrested. In the end, two separate elder abuse situations were resolved in this case."



A former aerospace engineer who worked on the Apollo program, Leu finds being a LTC Ombudsman representative a perfect fit. Once he "stopped working for money," Leu looked for an opportunity where he could use his problem-solving, mediating and investigative skills to help others, skills he honed after receiving a law degree and spending three decades as a reserve deputy sheriff in Santa Barbara County. Even with help from Leu and other Ombudsman representatives, the needs of the community's frail elderly population continue to outpace the number of volunteers.

(continued on next page)

***Mike Leu, Certified LTC Ombudsman representative, and Marco Quintanar, LTCOP Coordinator, are honored by the Central Coast Commission for Senior Citizens, Area Agency on Aging.***

Even with help from Leu and other Ombudsman representatives, the needs of the community's frail elderly population continue to outpace the number of volunteers. There are approximately 150 care facilities with a capacity of more than 4,000 residents that require Ombudsman support in Santa Barbara County. As a result, the sponsoring agency, Family Service Agency (FSA) of Santa Barbara, actively supports the recruitment of additional Ombudsman representatives throughout the county, especially in the Santa Maria area.

According to Program Coordinator Marco Quintanar, "The need for advocates for the LTC facilities in the county continues to escalate as our senior population grows. Volunteers are a critical component of the Ombudsman program. Without their commitment, passion and tireless efforts, FSA would be unable to meet the increasing demand for services."

Working under the supervision of program staff, Ombudsman representative volunteers advocate for residents in LTC facilities, conduct visits to facilities, respond to resident complaints and witness advance health care directives, which empower the residents to make decisions about their medical care.

Certified Ombudsman volunteers are asked to serve a minimum of four hours per week for one year (unlike Leu, who voluntarily takes on more cases). Additional requirements include being over 18, passing a criminal background check, being computer literate, attending basic and ongoing monthly trainings, and possessing strong interpersonal skills and a passion for serving older adults.

## WHY WE VOLUNTEER



***First, there's the job — where the goal is simply to earn a living and support your family. Then there's the career — here you trace your progress through various appointments and achievements.***

***Finally, there's the calling — the ideal blend of activity and character that makes work and life inseparable.***

***- Robert Bella***

## Ombudsman Program Volunteer Helps Residents Reclaim Voice

When an administrator improperly tried to control a facility's resident council, volunteer Ombudsman representative Irene Moore helped residents reclaim their council and their voice.

The large assisted living facility in Contra Costa County had had an active resident council for more than 15 years. This changed when a new administrator took control of the meetings and stopped listening to resident concerns.

"The primary purpose of a resident council is for residents, as a group, to influence the quality of their care," according to the California Advocates for Nursing Home Reform. "Whatever affects the residents' lives is a proper concern of the resident council, whether it's the role of the administrator, the day-to-day care, meals and snacks, respect for resident rights or the activity program."

Frustrated by the administrator's actions, residents considered disbanding the council, but they changed their minds after Moore made a presentation about the importance of resident councils. She offered to help the residents rebuild their council.

"Because of the Ombudsman's actions and persistence, the residents decided to hold an election," said Nicole Howell, who heads Ombudsman Services of Contra Costa County. The new resident council, which included people with backgrounds in business, medicine, social work and education, selected a different staff member to serve as the facility's liaison to the council.

"She only comes when invited and only for a portion of the meeting in order to address issues brought up by the residents," Howell said. "One of the significant victories was an entirely new meal menu for residents based on feedback from the resident council. The council also proposed and obtained increased security measures."

The new resident council is now working to involve more residents.



***Certified LTC Ombudsman Representatives***

***Ombudsman Services of Contra Costa County***

# Key Long-Term Care Issues and Advocacy

## **Combating abuse, neglect, waste, and unnecessary institutionalization**

**Issue:** With the advent of managed care for beneficiaries eligible for both Medicare and Medi-Cal (dual eligible beneficiaries), California embarked on a pilot project called the Coordinated Care Initiative (CCI). Under CCI, managed care plans became responsible for ensuring that dual eligible beneficiaries receive nursing home services when necessary. However, the managed care plans lacked experience with nursing homes and were unfamiliar with their care requirements, nursing home resident rights, and transfer/discharge protections for residents.

**Action Taken:** The WISE & Healthy Aging LTCOP serving Los Angeles County reached out to a large managed care plan serving county residents. The two agencies developed a unique partnership that includes cross training and joint unannounced visits to nursing homes. They share the goals of addressing and resolving patterns of poor care, health care fraud, unnecessary institutionalization, and other issues affecting managed care beneficiaries in nursing homes. The health plan benefited from Ombudsman Program knowledge of facility history, resident rights, and federal and State nursing home regulations. In turn, Ombudsman representatives have learned how the managed care system works and can more easily assist residents with questions about managed care services and payments.

Nursing home residents benefit from this relationship with more coordinated complaint response, better protection of their rights, improved living conditions and quality of care.



# Key Long-Term Care Issues and Advocacy

## **Residents of assisted living facilities require more care**

**Issue:** California's laws and regulations governing of RCFEs date back to the 1980s. RCFEs include both large assisted living facilities and smaller board and care homes. In the past, residents in these settings required relatively little assistance with the activities of daily living, such as dressing, bathing and using the bathroom. Now, RCFEs are accepting residents who require help with these activities as well as help in managing chronic conditions and with medications. Facilities are caring for residents with dementia, residents who are on hospice, or have conditions that the licensing and regulatory agency would have prohibited 30 years ago. This is in response to consumers' desire to live in a less institutional environment. However, most of the staff in these facilities are not licensed nurses and are not trained to administer medications.

**Action Taken:** The California Department of Social Services initiated discussions with stakeholders on this evolution of RCFEs. These candid, open discussions with licensing staff, small and large providers, and advocates highlighted current concerns and possible solutions to improve care for residents. Discussions among stakeholders have continued and are leading to ideas that would improve the care that facility staff provide to residents.

## *Further Progress toward a Nationwide Goal in FFY 2015*

In 2012, the Centers for Medicare and Medicaid Services initiated the National Partnership to Improve Dementia Care in Nursing Homes and called for care providers to safely reduce the unnecessary use of antipsychotic medications by 15 percent by December 31, 2012.

By September 2015, California has achieved a 36.8 percent reduction in the use of prescribed antipsychotic medications in the state's 1,251 SNFs. The LTCOP has been a key stakeholder in achieving this goal.

## Key LTC Issues and Advocacy

### Educating law enforcement officers regarding residents' rights

**Issue:** Law enforcement officers who receive reports of elder and dependent adult abuse in LTC facilities and in the community at large are often unfamiliar with the civil protections and remedies available to these victims. California Assembly Bill 2623 (Pan, Chapter 823, Statutes of 2014), which was supported by the SLTCO, required the Commission on Peace Officer Standards and Training to consult with OSLTCO to develop new training materials for law enforcement officers covering these vital topics.

**Action Taken:** OSLTCO and local LTCOP staff worked with representatives of county adult protective services agencies, district attorneys, the Bureau of Medi-Cal Fraud and Elder Abuse (California's Medicaid Fraud Control Unit), and representatives of local law enforcement agencies to develop a training video and other materials about identifying and responding to elder and dependent adult abuse. To demonstrate that abuse can occur in LTC facilities and to explain the role of the LTCOP, one of the scenarios in the video takes place in a SNF and another in a RCFE. Every peace officer at a supervisory level or below who has field or investigative duties must complete the training within 18 months of assignment to field duties.

### IN-KIND VOLUNTEER CONTRIBUTIONS

FFY 2015

The average dollar value of an hour of volunteer time in California for 2015 was estimated at \$27.89 by the *Independent Sector*, a U.S. nonprofit research coalition.

Using this estimate, 765 volunteers contributed more than \$2.9 million worth of service hours, greatly expanding the reach and documented effectiveness of the statewide Ombudsman program.

## Local volunteer advocates for a “hidden and vulnerable population”

A love of working with older people prompted Valerie Perry to become a volunteer long-term care Ombudsman representative, and 21 years later she still finds the work rewarding.

“Giving residents and families the assurance that there’s a friendly person to turn to is a comfort and helps them face the future,” said the Placer County resident.

In one memorable case, Valerie was called following an early morning fire at a facility. The 12 people who lived in the facility had to be evacuated.

Valerie said she and another Ombudsman representative spent two full days checking on residents who were scattered across two hospital intensive care units, a neighboring assisted living facility, and a hotel provided by the Red Cross. “We arranged for replacement medications from the local pharmacy, delivered smoke-damaged resident records, met with family members and contacted other facilities to identify available relocation options for residents.”

Most of the work Valerie does as an Ombudsman representative is less dramatic, but equally important. Recently, for instance, she advocated for a resident who had been abandoned at a hospital by a long-term care facility.

“The facility refused to take him back and withheld the fees he’d paid because his family did not remove his belongings immediately,” she said. After Valerie intervened, the man received a full refund.



***“Our continued presence in facilities is vital to maintaining residents’ confidence and ensuring the dignity and protection of a hidden and vulnerable population.”***

**Valerie Perry**  
**Certified LTC Ombudsman Representative**  
**21 years of service**  
**Agency on Aging Area 4**



# Directory of California LTCOPs By County

Published in 2017 by the Office of the State Long-Term Care Ombudsman

County Served	Address	Phone	Website
Alameda	Alameda County LTC Ombudsman Program 6955 Foothill Boulevard, Suite 300 Oakland, California 94605	Ph: (510) 638-6878 Fax: (510) 577-1965 Alt. Fax: (510) 577-1962	<a href="http://www.alamedasocialservices.org/public/services/elders_and_disabled_adults/ombudsman.cfm">http:// www.alamedasocialservices.org/ public/services/ elders_and_disabled_adults/ ombudsman.cfm</a>
Alpine	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/ AreasServed/MotherLode.aspx</a>
Amador	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/ AreasServed/MotherLode.aspx</a>
Butte	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ ombudsman/</a>
Calaveras	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/ AreasServed/MotherLode.aspx</a>
Colusa	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ ombudsman/</a>
Contra Costa	Ombudsman Services of Contra Costa County 4415 Cowell Road, Suite 100 Concord, California 94518	Ph: (925) 685-2070 Fax: (925) 685-2049	<a href="http://www.co.contra-costa.ca.us/915/Long-Term-Care-Ombudsman">http://www.co.contra- costa.ca.us/915/Long-Term-Care- Ombudsman</a>

County Served	Address	Phone	Website
Del Norte	Area 1 Agency on Aging LTC Ombudsman Program 434 7th Street, Suite 209 Eureka, California 95501	Ph: (707) 269-1330 Fax: (707) 269-1331	<a href="http://www.a1aa.org/programs-and-services/ombudsman-program">http://www.a1aa.org/programs-and-services/ombudsman-program</a>
El Dorado	El Dorado County LTC Ombudsman Program c/o El Dorado Area Agency on Aging 937 Spring Street Placerville, California 95667	Ph: (530) 621-6271 Fax: (530) 653-2197	<a href="http://www.edcgov.us/HumanServices/Senior_Services/Long_Term_Care_Ombudsman.aspx">http://www.edcgov.us/HumanServices/Senior_Services/Long_Term_Care_Ombudsman.aspx</a>
Fresno	Fresno-Madera Ombudsman Program 3845 N. Clark Street, Suite 201 Fresno, California 93726	Ph: (559) 224-9177 Fax: (559) 224-9106	<a href="http://www.valleycrc.org/programs/ombudsman.html">http://www.valleycrc.org/programs/ombudsman.html</a>
Glenn	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ombudsman/</a>
Humboldt	Area 1 Agency on Aging LTC Ombudsman Program 434-7th Street, Suite 209 Eureka, California 95501	Ph: (707) 269-1330 Fax: (707) 269-1331	<a href="http://www.a1aa.org/programs-and-services/ombudsman-program">http://www.a1aa.org/programs-and-services/ombudsman-program</a>
Imperial	LTC Ombudsman Program 1331 South Clark Road, Building 11 El Centro, California 92243	Ph: (442) 265-7032 Fax: (442) 265-7036	<a href="http://www.aaa24.org/programs/long-term-care-ombudsman/">http://www.aaa24.org/programs/long-term-care-ombudsman/</a>
Inyo	Eastern Sierra Area Agency on Aging Ombudsman Program 163 May Street Bishop, California 93514	Ph: (760) 872-4128 Fax: (760) 873-4250	<a href="http://www.inyocounty.us/aging/ESAAWebsite.htm">http://www.inyocounty.us/aging/ESAAWebsite.htm</a>
Kern	Kern County LTC Ombudsman Program Greater Bakersfield Legal Assistance, Inc. 615 California Avenue Bakersfield, California 93304	Ph: (661) 323-7884 Toll Free: (888) 292-4252, Ext. 1109 Fax: (661) 716-1060 Alt. Fax: (661) 325-4482	<a href="http://gbia.org/services/185/kern-county-long-term-care-ombudsman-program/">http://gbia.org/services/185/kern-county-long-term-care-ombudsman-program/</a>
Kings	LTC Ombudsman Program Kings County Commission on Aging 680 N. Campus Drive, Suite D Hanford, California 93230	Ph: (559) 852-2824 Toll Free: (800) 293-9714 Fax: (559) 582-9627	<a href="http://www.ktaaa.org/default/index.cfm/how-can-we-help/long-term-careombudsman-services/">http://www.ktaaa.org/default/index.cfm/how-can-we-help/long-term-careombudsman-services/</a>
Lake	Ombudsman Program of Lake and Mendocino Counties 16170 Main Street Lower Lake, California 95457 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	Ph: (707) 262-4525 Fax: (707) 995-1081	<a href="http://www.co.lake.ca.us/Government/Directory/Social_Services/AAA/LongTerm.htm">http://www.co.lake.ca.us/Government/Directory/Social_Services/AAA/LongTerm.htm</a>
Lassen	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>

County Served	Address	Phone	Website
Los Angeles County and City	WISE & Healthy Aging LTC Ombudsman Program 1527 4th Street, 2nd Floor Santa Monica, California 90401	Ph: (310) 393-3618 Toll Free: (800) 334-9473 Fax: (310) 395-4090	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region I Office	WISE & Healthy Aging LTC Ombudsman Program 1527 4th Street, 2nd Floor Santa Monica, California 90401	Ph: (310) 899-1483 Fax: (310) 394-1631	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region II Office	WISE & Healthy Aging LTC Ombudsman Program 8374 Topanga Canyon Blvd., Suite 209 Canoga Park, California 91304	Ph: (818) 444-0315 Fax: (818) 444-0318	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region III Office	WISE & Healthy Aging LTC Ombudsman Program 2555 East Colorado Blvd., Suite 203 Pasadena, California 91107	Ph: (626) 793-3510 Fax: (626) 793-3530	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region IV Office	WISE & Healthy Aging LTC Ombudsman Program 5220 Clark Avenue, Suite 415 Lakewood, California 90712	Ph: (562) 925-2346 Fax: (562) 925-5876	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region V Office	WISE & Healthy Aging LTC Ombudsman Program 1493 N. Montebello Boulevard, Suite 104 Montebello, California 90640	Ph: (323) 721-1343 Fax: (323) 721-1885	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Madera	Fresno-Madera Ombudsman Program 3845 N. Clark Street, Suite 201 Fresno, California 93726	Ph: (559) 224-9177 Fax: (559) 224-9106	<a href="http://www.valleycrc.org/programs/ombudsman.html">http://www.valleycrc.org/programs/ombudsman.html</a>
Marin	Marin County Ombudsman Program 10 North San Pedro Road, Suite 1024 San Rafael, California 94903	Ph: (415) 473-7446 Fax: (415) 473-6933	<a href="https://www.marinhhs.org/long-term-care-ombudsman-program">https://www.marinhhs.org/long-term-care-ombudsman-program</a>
Mariposa	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/AreasServed/MotherLode.aspx</a>
Mendocino	Ombudsman Program of Lake and Mendocino Counties 16170 Main Street Lower Lake, California 95457 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	Ph: (707) 262-4525 Fax: (707) 995-1081	<a href="http://www.co.lake.ca.us/Government/Directory/Social_Services/AAA/LongTerm.htm">http://www.co.lake.ca.us/Government/Directory/Social_Services/AAA/LongTerm.htm</a>
Merced	Merced County LTC Ombudsman Program 851 West 23rd Street Merced, California 95340	Ph: (209) 385-7402 Fax: (209) 384-8102	<a href="http://www.co.merced.ca.us/index.aspx?NID=1493">http://www.co.merced.ca.us/index.aspx?NID=1493</a>
Modoc	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>

County Served	Address	Phone	Website
Mono	Eastern Sierra Area Agency on Aging Ombudsman Program 163 May Street Bishop, California 93514	Ph: (760) 872-4128 Fax: (760) 873-4250	<a href="http://www.inyocounty.us/aging/ESAAWebsite.htm">http://www.inyocounty.us/aging/ESAAWebsite.htm</a>
Monterey	Alliance on Aging Ombudsman for LTC 247 Main Street Salinas, California 93901	Ph: (831) 655-1334 Fax: (831) 751-1937 Salinas Ph: (831) 758-4011	<a href="http://allianceonaging.org/programs/ombudsman/">http://allianceonaging.org/programs/ombudsman/</a>
Napa	Napa County LTC Ombudsman Program Area Agency on Aging Serving Napa-Solano 1443 Main Street, Building D, #125 Napa, California 94559	Ph: (707) 255-4236 Fax: (707) 255-4713	<a href="http://advocates.aaans.org/">http://advocates.aaans.org/</a>
Nevada	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, CA 95815	Ph: (916) 376-8910 (530) 274-2825 Fax: (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/long-term-care-ombudsman/</a>
Orange	LTC Ombudsman Program The Council on Aging—Southern California 2 Executive Circle, Suite 175 Irvine, California 92614	Ph: (714) 479-0107 Toll Free: (800) 300-6222- local access only Fax: (714) 479-0234	<a href="http://officeonaging.ocgov.com/services/ltco">http://officeonaging.ocgov.com/services/ltco</a>
Placer	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, CA 95815	Ph: (916) 376-8910 (530) 823-8422 Fax: (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/long-term-care-ombudsman/</a>
Plumas	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ombudsman/</a>
Riverside	LTC Ombudsman Program 2060 University Avenue, Suite 212 Riverside, California 92507	Ph: (951) 686-1102 Toll Free: (877) 430-4433 Fax: (951) 686-1687 Hemet (951) 929-0196 Palm Springs (760) 328-9139	<a href="http://www.connectriverside.org/leadership/long-term-care-ombudsman/">http://www.connectriverside.org/leadership/long-term-care-ombudsman/</a>
Sacramento	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, CA 95815	Ph: (916) 376-8910 Fax: (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/long-term-care-ombudsman/</a>
San Benito	LTC Ombudsman Program of Santa Cruz and San Benito Counties- Advocacy, Inc. 5274 Scotts Valley Drive, Suite 203 Scotts Valley, California 95066	Ph: (831) 429-1913 Fax: (831) 429-9102	<a href="http://www.advocacy-inc.org/programs/ombudsman-program/">http://www.advocacy-inc.org/programs/ombudsman-program/</a>

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San Bernardino	LTC Ombudsman Program 686 E. Mill Street, Second Floor San Bernardino, California 92415-0640	Ph: (909) 891-3928 Toll Free:(866) 229-0284 Fax: (909) 891-3957	<a href="http://hss.sbcounty.gov/daas/programs/Ombudson.aspx">http://hss.sbcounty.gov/daas/programs/Ombudson.aspx</a>
San Diego	Aging & Independence Services County of San Diego LTC Ombudsman Program 5560 Overland Avenue, Suite 310 San Diego, California 92123-1222 Mailing Address: P.O. Box 23217 San Diego, California 92193-9975	Ph: (858) 560-2507 Toll Free: (800) 640-4661- local access only Fax: (858) 694-2568	<a href="http://www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/index.html">http://www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/index.html</a>
City and County of San Francisco	San Francisco LTC Ombudsman Program Family Services Agency of San Francisco 6221 Geary Boulevard, 3rd Floor San Francisco, California 94121	Ph: (415) 751-9788 Fax: (415) 751-9789	<a href="http://www.sanfranciscoltcombudsman.org/">http://www.sanfranciscoltcombudsman.org/</a>
San Joaquin	San Joaquin County LTC Ombudsman Program 102 South San Joaquin Street Mailing address: P.O. Box 201056 Stockton, California 95201-3006	Ph: (209) 468-3785 Fax: (209) 932-2641	<a href="http://www.sjchsa.org/">http://www.sjchsa.org/</a>
San Luis Obispo	LTC Ombudsman Services of San Luis Obispo County 3232 S. Higuera Street, Suite 101B San Luis Obispo, California 93401	Ph: (805) 785-0132 Fax: (805) 785-0134	<a href="http://ombudsmanslo.org/">http://ombudsmanslo.org/</a>
San Mateo	Ombudsman Services of San Mateo County, Inc. 711 Nevada Street Redwood City, California 94061	Ph: (650) 780-5707 Fax: (650) 364-5399	<a href="http://ossmc.org/">http://ossmc.org/</a>
Santa Barbara	LTC Ombudsman of Santa Barbara County Family Service Agency of Santa Barbara County 123 W. Gutierrez Santa Barbara, California 93101	Ph: (805) 922-1236 Fax: (805) 922-1541	<a href="http://fsacares.org/long-term-care-ombudsman/">http://fsacares.org/long-term-care-ombudsman/</a>
Santa Clara	LTC Ombudsman Program Catholic Charities John XXIII Multi-Services Center 195 E. San Fernando Street San Jose, California 95112	Ph: 1-(408) 944-0567 Fax: 1-(408) 944-0776	<a href="http://www.catholiccharitiesscc.org/long-term-care-ombudsman-program">http://www.catholiccharitiesscc.org/long-term-care-ombudsman-program</a>
Santa Cruz	LTC Ombudsman Program of Santa Cruz and San Benito Counties- Advocacy, Inc. 5274 Scotts Valley Drive, Suite 203 Scotts Valley, California 95066	Ph: (831) 429-1913 Fax: (831) 429-9102	<a href="http://www.advocacy-inc.org/programs/ombudsman-program/">http://www.advocacy-inc.org/programs/ombudsman-program/</a>
Shasta	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>

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Sierra	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, CA 95815	Ph: (916) 376-8910 (530) 274-2825 Fax: (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/long-term-care-ombudsman/</a>
Siskiyou	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>
Solano	Solano County LTC Ombudsman Program Area Agency on Aging Serving Napa-Solano P. O. Box 3069 400 Contra Costa Street Vallejo, California 94590-5990	Toll Free: (800) 644-4194 Fax: (707) 644-4171	<a href="http://solanoltcombudsman.com/">http://solanoltcombudsman.com/</a>
Sonoma	LTC Ombudsman Program Senior Advocacy Services 1304 Southpoint Boulevard, Suite 280 Petaluma, California 94954	Ph: (707) 526-4108 Fax: (707) 526-5118	<a href="http://senioradvocacyservices.org/long-term-care-ombudsman-program-sonoma-county">http://senioradvocacyservices.org/long-term-care-ombudsman-program-sonoma-county</a>
Stanislaus	Stanislaus LTC Ombudsman Program Catholic Charities 2351 Tenaya Drive, Suite D Modesto, California 95354	Ph: (209) 529-3784 Fax: (209) 593-6125	<a href="http://www.ccstockton.org/AreasServed/Stanislaus.aspx">http://www.ccstockton.org/AreasServed/Stanislaus.aspx</a>
Sutter	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, CA 95815	Ph: (916) 376-8910 (530) 755-2018 Fax: (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/long-term-care-ombudsman/</a>
Tehama	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ombudsman/</a>
Trinity	PSA 2 Area Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>
Tulare	LTC Ombudsman Program Kings County Commission on Aging 680 N. Campus Drive, Suite D Hanford, California 93230	Ph: (559) 852-2824 Toll Free: (800) 293-9714 Fax: (559) 582-9627	<a href="http://www.ktaaa.org/default/index.cfm/how-can-we-help/long-term-careombudsman-services/">http://www.ktaaa.org/default/index.cfm/how-can-we-help/long-term-careombudsman-services/</a>
Tuolumne	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/AreasServed/MotherLode.aspx</a>
Ventura	LTC Ombudsman Services of Ventura County, Inc. 2021 Sperry Avenue, #35 Ventura, California 93003	Ph: (805) 656-1986 Fax: (805) 658-8540	<a href="http://www.ombudsmanventura.org/">http://www.ombudsmanventura.org/</a>
Yolo and Yuba	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, CA 95815	Ph: (916) 376-8910 (530) 668-5775 (Yolo) (530) 755-2018 (Yuba) Fax: (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/long-term-care-ombudsman/</a>



# CALIFORNIA LTCOP

**24-Hour CRISISline  
(800) 231-4024**

**For callers with hearing impairments:**

**TDD/TTY (800) 735-2929 *or* (800) 735-2922**

OSLTCO operates a statewide 24-hour toll-free CRISISline to receive complaints and relay requests for local Ombudsman services.

In California, every SNF and RCFE is required to display one or more current posters with the CRISISline phone number. Each poster also includes the name, address, and phone number of the closest Ombudsman Program. Posters are provided at no cost to LTC facilities.

**OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN**

**1300 NATIONAL DRIVE, SUITE 200  
SACRAMENTO, CALIFORNIA 95834**

**(916) 419-7510 (Phone)**

**(916) 928-2503 (Fax)**

**(800) 735-2929 (TDD)**

**<http://www.aging.ca.gov/ProgramsProviders/LTCOP/>**